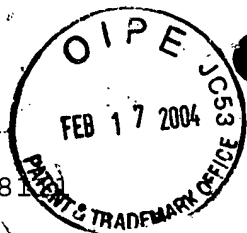


PATENT  
00EC037/781



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer, et al. )  
Title: Providing Customer Data to an )  
Automatic Call Distribution )  
System Agent )  
Serial No.: 09/499,817 )  
Filed: 8 February 2000 )  
Examiner: Bing Q. Bui )  
Art Unit: 2642 )

#7  
smc  
2/24/04

REPLY TO OFFICE ACTION UNDER 37 CFR §1.111

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

RECEIVED

FEB 19 2004

Technology Center 2600

Dear Sir or Madam:

This reply is submitted to the Office Action dated 10  
December 2003. This reply hereby authorizes the charge of any  
deficiency in fees in connection with the captioned patent  
application to Deposit Account 03-2470.